

Claims

1. Help system with a first help facility (2), which is preferably installed as part of an application on a data processing device (3), the first help facility (2) providing the user with help data on the basis of context data produced implicitly or explicitly and defined by the user, in particular on the basis of search terms, said help data being stored in the first help facility (2) and thus on the data processing device, characterized by a second help facility (5), accessed by the data processing device preferably via the internet such that the context data defined by the user in connection with the first help facility (2) is adopted automatically in the second help facility as context data, the second help facility (5) providing the user with additional help data on the basis of this context data, said help data being stored in the second help facility (5).

2. Help system according to claim 1, characterized by the first help facility (2) being configured as an offline help facility and the second help facility (5) as an online help facility.

3. Help system according to claim 1 or 2, characterized in that the context data comprises data defined explicitly by the user, namely search expressions, and data predetermined by the first help facility (2) which can be implicitly derived from a current workflow.

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4 Help system according to one or more of claims 1 to 3, characterized in that the context data comprises data and/or information about the version of the first help facility (2).

5. Help system according to one or more of claims 1 to 4,
characterized in that the additional online help data provided
5 by the second help facility (5) can be visualized for the user
in a display device, together with the offline help data pro-
vided by the first help facility.

6. Help system according to one or more of claims 1 to 5,
10 characterized in that the context data defined by the user us-
ing the first help facility (2) is stored at least as a link
and the second help facility (5) can be automatically activated
via said link or any link.

15 7. Help system according to one or more of claims to 6, char-
acterized in that said link or any link can then automatically
activate the second help facility (5), when the second help fa-
cility (5) is available online for the first help facility (2)
20 and thus for the data processing device, whereby if the second
help facility (5) is not available online, said link or any
link and/or its context data is intermediately stored until the
second help facility is available online.

25 8. Help system according to one or more of claims 1 to 7,
characterized in that the additional help data provided by the
help facility (5) is stored on the second help facility (5)
such that the additional help data is supplemented by metadata,
the metadata defining the context in which the respective addi-
30 tional help data is relevant.

9. Help system according to one or more of claims 1 to 8,
characterized in that help data stored on the first help facil-

ity (2) is automatically supplemented such that the additional help data provided by the second help facility (5) is stored in the first help facility (2).

5 10. Help system according to one or more of claims 1 to 9 characterized in that the additional help data is stored in the second help facility (5) structured according to the workflow of the user, such that when additional help data is determined, help data is provided only for the current processing step.

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11. Automation device characterized by a help system according to one or more of claims 1 to 10.

15 12. Method for providing help data, whereby a user is provided with help data on the basis of context data produced implicitly or explicitly defined by the user, in particular on the basis of search terms, said help data being stored in a first help facility (2), characterized in that the context data defined in
20 connection with the first help facility (2) is automatically adopted in a second help facility as context data, the user being provided with additional help data as a result of this context data, said additional help data being stored in the second help facility (5).

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13. Method according to claim 12, characterized in that the context data comprises data explicitly defined by the user and data predetermined by the first help facility (2), said data
30 deriving implicitly from a current workflow.

14. Method according to claim 12 or 13, characterized in that additional online help data provided by the second help facil-

ity (5) is visualized for the user in a display device, together with the offline help data provided by the first help facility.

5 15. Method according to one or more of claims 12 to 14, characterized in that the context data defined by the user using the first help facility (2) is stored as at least one link, and the second help facility (5) is automatically activated via said link or any link.

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16. Method according to one or more of claims 12 to 15, characterized in that said link or any link then automatically activates the second help facility (5), if the second help facility (5) is available online for the first help facility (2) and
15 thus for the data processing device, whereby if the second help facility is not available online, said link or any link and/or its context data is intermediately stored for online availability of the second help facility (5).

20 17. Method according to one or more of claims 12 to 16, characterized in that the additional help data provided by the second help facility (5) is stored on the second help facility (5) such that, the additional help data is supplemented by metadata, the metadata defining the context in which the respective
25 additional help data is relevant.

18. Method according to one or more of claims 12 to 17, characterized in that the additional help data is stored in the second help facility (5) in a structured manner according to the
30 workflow of the user, such that with the determination of additional help data, help data only required for the current processing step is necessary.

19. Method according to one or more of claims 12 to 18, characterized in that the context data is compiled by the first help facility (2) from several different data sources and/or information sources.

20. Method according to one or more of claims 12 to 19, characterized in that the workflow and/or a user role are used to determine the offline help data and the online help data.